Safe and reliable service

PECO is a leader in the utility industry for rapid response to natural gas odor reports. We have consistently ranked as one of the best companies for natural gas odor response reliability, with the goal of responding in less than one hour. In a year, PECO receives more than 20,000 odor calls, and historically, we have had the best response times in Pennsylvania. Your safety is our priority. We will respond 24 hours a day, 7 days a week.

Committed to safety

We work hard to keep you safe. Nothing is more important than the safety of the people who live and work near our facilities.

We inspect and maintain pipelines and local service lines for more than 548,000 natural gas customers in Bucks, Chester, Delaware, Montgomery, and a portion of Lancaster counties. We use vehicle-mounted and handheld detectors to regularly patrol all of our lines to identify any issues.

It takes commitment and vigilance to maintain a safe and reliable system. We promote natural gas safety throughout the year, working with schools, businesses, first responders, and construction workers to help keep our communities safe.

Help us ensure safety and reliability by recognizing potential hazards, preventing pipeline damage, and reporting natural gas odors and leaks promptly.

Important information

- Report odors
- Recognize potential hazards
- Call 811 before you dig

To report an odor, potential natural gas leak, or other gas emergency:

- Call PECO's emergency number: **1-800-841-4141**

Before you dig:

- Call PA One Call: **811**

For non-emergency questions and concerns:

- Visit our website: **www.peco.com**
- Call PECO Customer Care: **1-800-494-4000**

For more on natural gas safety:

- PECO: **www.peco.com/GasSafety**
- U.S. Department of Transportation: **www.phmsa.dot.gov/pipeline**
- National Pipeline Mapping System: **www.npms.phmsa.dot.gov**
- American Gas Association: **www.aga.org**

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Natural Gas Safety for Everyone

Whether or not you have natural gas service, this important information is for you.

- Report odors
- Recognize potential hazards
- Call 811 before you dig

Call 811 before you dig

Through the PA One Call program, PECO works with contractors, builders, and excavators to prevent damage to underground facilities and promote safety.

Call 811. It's the law: Anyone digging around underground utility facilities must notify PA One Call at 811.* Homeowners, contractors, or anyone planning to dig anywhere must call before they dig—including yards, along streets, or in vacant fields or lots.

811®
Know what's **below.**
Call before you dig.

Here's how it works: Call 811 three business days before you dig. PA One Call notifies PECO and other utilities so underground facilities can be marked before construction or digging activity. The service is free for residential customers.

Understanding natural gas markers: Look for brightly colored pipeline markers on above-ground posts or in the roadway. To locate natural gas mains and service lines on or near a property, you must call PA One Call at 811.

What to do if you smell natural gas

It smells like rotten eggs. Natural gas has no natural odor, so an odorant is added to help detect when a leak occurs.

If you smell natural gas or suspect a leak, go outside to where you do not smell gas and call PECO from a safe distance: **1-800-841-4141.**

Call PECO: **1-800-841-4141**

* The Federal Communications Commission approved the use of 811 as the national abbreviated telephone number for commercial and residential consumers to provide advanced notice of excavation activities.

Know what to do about:

A natural gas odor INSIDE: Evacuate immediately and call PECO from OUTSIDE.

- **DO NOT** open or close any windows
- **DO NOT** operate any electrical devices, including lights and appliances
- **DO NOT** use devices such as telephones, cell phones, radios, doorbells, or flashlights
- **DO NOT** smoke, strike a match, or use a lighter
- **DO NOT** start a motor vehicle near the building
- **DO NOT** try to shut off the natural gas service

A natural gas odor OUTSIDE: If you notice a natural gas odor outside, especially near a natural gas meter or around the sidewalk or street, call PECO.

Act quickly: Leaks can occur after nearby construction or ground movement during winter's deep freeze. Reporting a natural gas odor promptly plays a critical role in ensuring safety.